

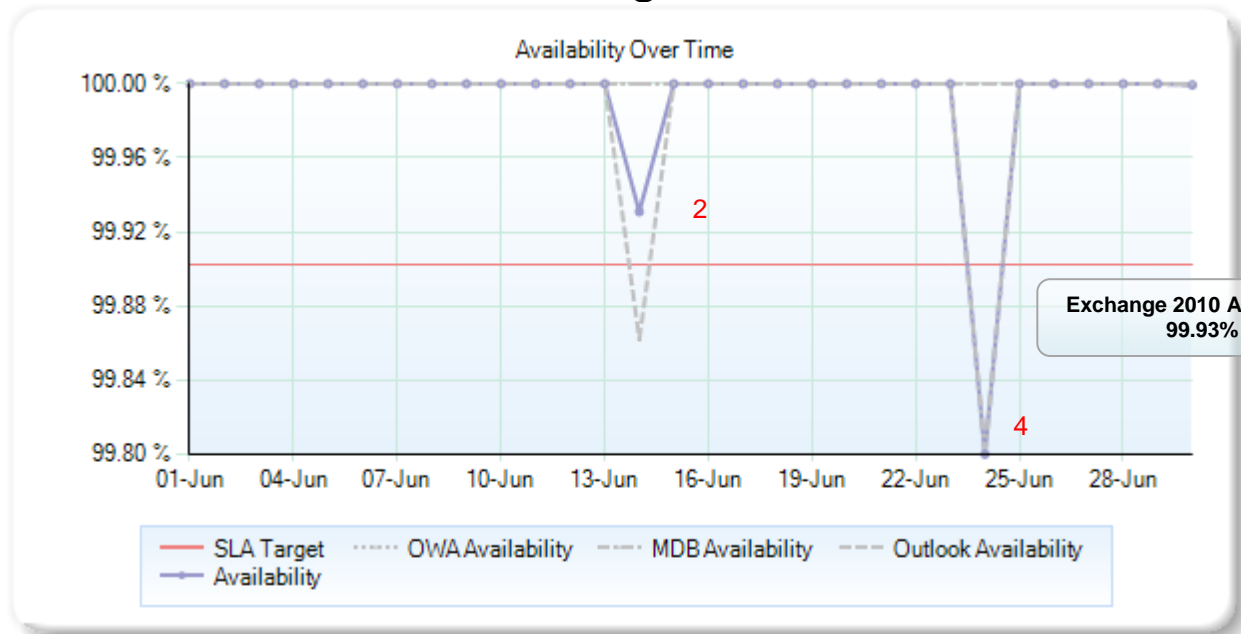


Shared Services Email Project

Service Level Agreement Dashboard June 2012

Availability

Exchange 2010



1. 6/8/12 - 6:00pm – 6/11/12 11:30am IronPort configuration issue.
2. 6/14/2012 - Req 171228 Maintenance on East Data Center side switch.
3. 6/21/2012 OIR 1038 Network issues delayed copies to Spokane. Customers still had connectivity.
4. 6/24/2012 - Scheduled Maintenance (Windows Updates)

Message Filtering

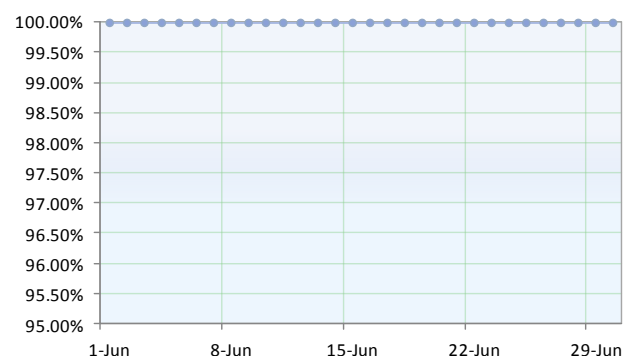
Category	Items
Volume of email traffic	29,659,625
Blocked messages from internet	25,546,318
Viruses detected	439

IronPort Availability
100%

Secure Email Service

Secure Email Availability
100%

The Vault



1. 6/25/12 – 6:00am – 6:30am One server (two customers) unable to access Vaulted items after backup window.

WaSERV Availability
100%



Shared Services Email Project

Agency Information

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Board of Industrial Insurance Appeals						
Board for Volunteer Firefighters and Reserve Officers	6	182	4			
Caseload Forecast Council	12	1443	11	2		
Commission on African American Affairs	3	565	2			
Commission on Asian Pacific American Affairs	4	704	4	1		
Commission on Hispanic Affairs	4	985	2	3		
Commission on Salaries	2	80	2			
Consolidated Technology Services	638	77686			9	
Department of Agriculture	871	75022	1022	555	8	
Department of Archaeology and Historic Preservation	39	6985	42	121	1	1
Department of Commerce						
Department of Corrections	9154	757546	2327	1715	9	
Department of Early Learning	241	50660	388	393	3	
Department of Ecology	1913	477510	3		8	
Department of Enterprise Services	1449	124337	713	407	3	1
Department of Financial Institutions	330	38657	480	960	3	1
Department of Fish and Wildlife	1809	234930	2324	3544	4	3
Department of General Administration						
Department of Health			1			
Department of Information Services			989			
Department of Labor & Industries	3425	197352	4177	1856	5	
Department of Licensing	3023	98482	2065	55	3	3
Department of Natural Resources					1	
Department of Personnel					1	
Department of Revenue	1268	101399	1181	311	5	1
Department of Retirement Systems	366	62013	14	1	1	
Department of Services for the Blind	145	12858	92	87	2	
Department of Social and Health Services	18967	2592616		961	1	2
Department of Veterans Affairs	615	25719	752	104		
Economic and Revenue Forecast Council						
Employment Security Department	3076	203265	3851	1310	2	
Environmental and Land Use Hearings Office	25	3961				



Shared Services Email Project

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Fire Commissioner's Association	7	1392	6	1		
Governor's Office of Indian Affairs	5	536	2	1		
Health Care Authority	1460	112487	1262	86	8	1
Human Rights Commission	43	1922	49	25		
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	8	930	10	3		
Military Department	513	37955	442	84		
Office of Administrative Hearings	278	13622	224	8	5	
Office of the Chief Information Officer	40	3720				
Office of Civil Legal Aid	5	960	1			
Office of Financial Management	475	43283	667	687	2	1
Office of the Governor	152	20578				
Office of the Insurance Commissioner			364	271	1	1
Office of Minority and Women's Business Enterprises	23	10830				
Office of the State Treasurer	103	8653	9		1	
Others					8	
Recreation and Conservation Funding Board	98	13103	74	170	1	
State Board of Accountancy	16	2402			1	
State Conservation Commission	23	6623	590			
State Investment Board	111	26348	103	149	2	
State Parks & Recreation Commission						
Traffic Safety Commission	31	7630				
Transportation Improvement Board	15	3689				
Utilities and Transportation Commission	261	76525				
Washington State School Directors	35	2720	36	15	2	
Washington State Lottery	199	39301	12		1	
Whatcom County						
Total	51286	5,580,166	24297	13886	101	15

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	119	
Number of tickets closed within 24 hours	45	
Percentage of tickets closed within 24 hours	39%	
Continuous Improvement		
Number of requests for change	38	
Number of approved requests for change	38	
Number of successfully completed requests for change	32	

*INFRA ticket anomalies removed to reflect more accurate average.